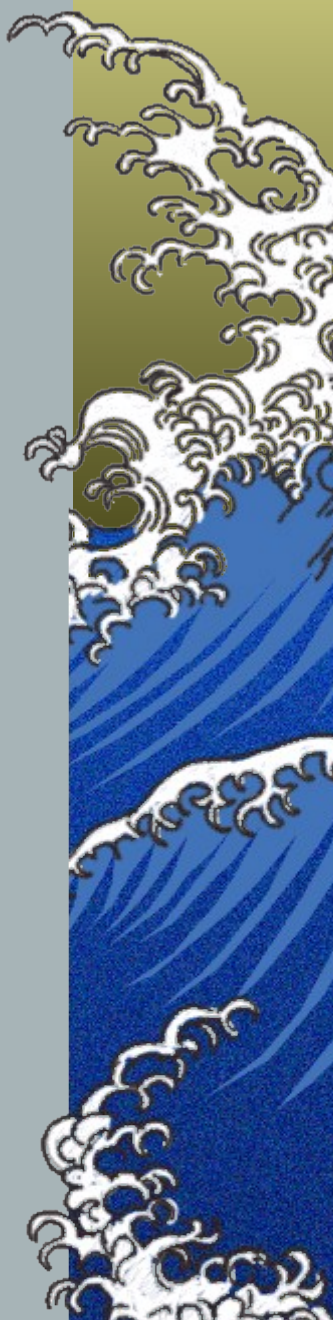
HCP MANAGER ROLES

- *Numerous problems in the field with DOEHRS-HC*
- *Not usually software or hardware issues*
- *High turnover of AD techs*
- *Varying levels of tech proficiency*
- *We are not going to change these things*

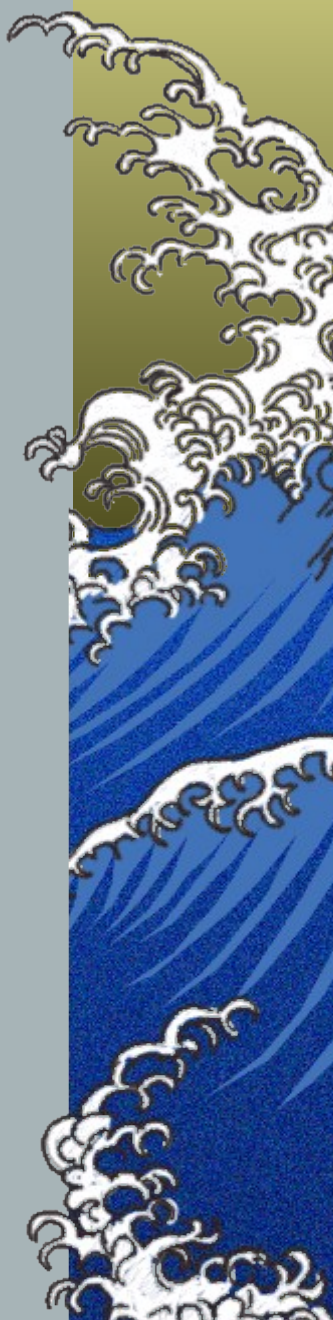


WHAT CAN CHANGE?

- *Mgr level of support to users*
- *More, better, quality support from Regional HCP Mgrs*
- *Who are HCP Mgrs? Audiologists, Occ Health Nurses, & others*
- *It means getting more involved*

A GOOD HCP MGR

- *KNOW YOUR DOEHRS-HC SYSTEM!*
- *Be able to perform every function*
- *Technician level testing to ad hoc reports*
- *Provide reports to supervisors & local commands*
- *USE THE SYSTEM to help improve your program*



HOW CAN I LEARN?

- *Come to tomorrow's DOEHRS-HC training*
- *BRING QUESTIONS*
- *Sit down with user manual & go through all steps*
- *Help Menu is very helpful!*
- *Competency Checklist & DOEHRS-HC tutorial*

BOTTOM LINE

- *DOEHRS-HC is **YOUR** HC PROGRAM*
- *Your sites will look to you for answers about this program*
- *Have the answers!*
- *Know the system!*